


SWAN Fireside Chat



December 15, 2020

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12/11 - Governor extended Tier 3 Mitigations through January 9th

Agenda

- Let's celebrate – 100 SWAN Libraries!
- Locker panel discussion
- Special patron profiles (changes to Administrative Code)
- What's happening? A look at some stats
- Curbside – still learning
- Aspen update

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We've Grown!

	Libraries	Items	Patrons
Added	3	280,996	46,391
Prior	97	7,850,356	1,022,201
Total	100	8,131,352	1,068,592
% Inc	3.09%	3.58%	4.54%

SWAN Libraries > News > Welcome New Libraries

Welcome New Libraries

Glenside, Roselle, and Warrenville live on SWAN

We are happy to announce that our new libraries are ready for business in our SWAN consortium of 100 libraries. Wednesday, December 9th, 2020 marks our "Go Live" date. Library cardholders will be able to access resources throughout our entire network.

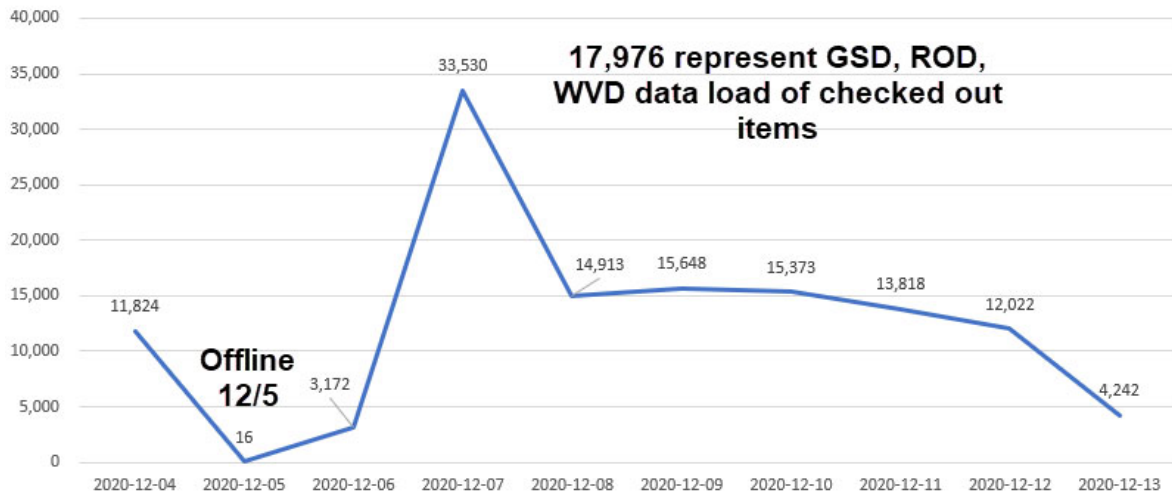
Visit our [SWAN Libraries Membership page](#) for a listing of all libraries and a map of locations. And enjoy some SWAN-spotting at Glenside Public Library District, Roselle Public Library District, and Warrenville Public Library District.



8 Dec 2020
SWAN News

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SWAN 100 Go Live Week Circulation



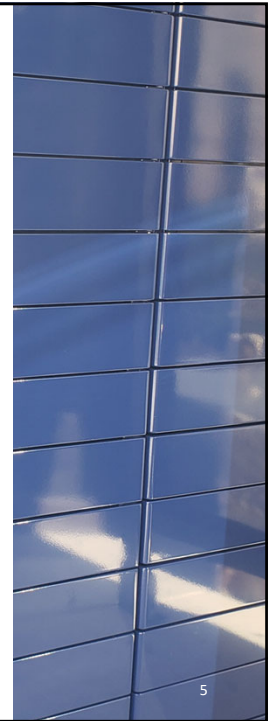
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Panel Discussion on Lockers

Aaron Skog, Facilitator
 Christine Lees, Downers Grove Public Library
 Kandice Krettler, Villa Park Public Library
 Elizabeth Marszalik, Oak Park Public Library
 Ian Nosek, Technical/Integration
 Steven Schlewitt, Technical/Integration

Thursday, January 7th, 2 PM
 Register on L2/GoToWebinar



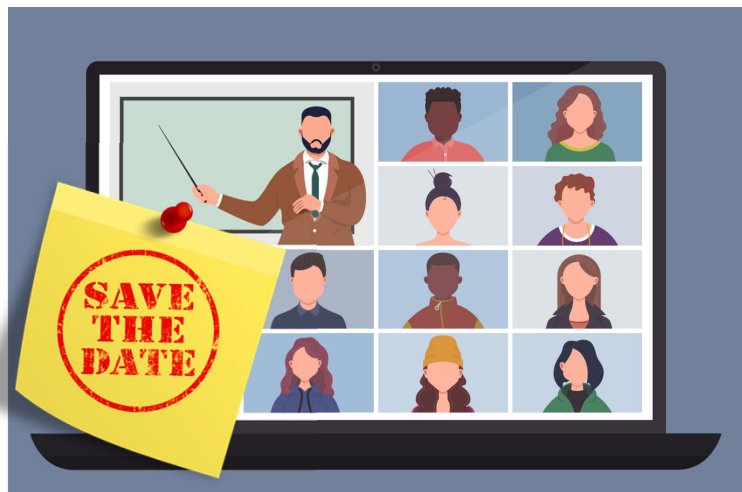
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Orientation on all things SWAN for library directors & administrators

- Library membership benefits
- Resource sharing
- Annual fees
- How SWAN Support works

Aaron Skog, Executive Director
 Hosted event

Thursday, February 18, 2 PM
 Register on L2/GoToWebinar



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https://www.cyberdriveillinois.com/departments/index/register/volume44/register_volume44_issue_48.pdf

Illinois Administrative Code Amendments

3050.45 E-Resources to Non-Residents

"The public library board of trustees may annually take action to offer nonresidents access to E-Resources, free of charge."

Who would like to work with us in examining these coming amendments and how to consistently apply and track?

If interested, submit your name in the Q&A.

3050.75 Cards for Kids

"The library card shall accord the student cardholder all the services the issuing library provides its residents, including reciprocal borrowing."

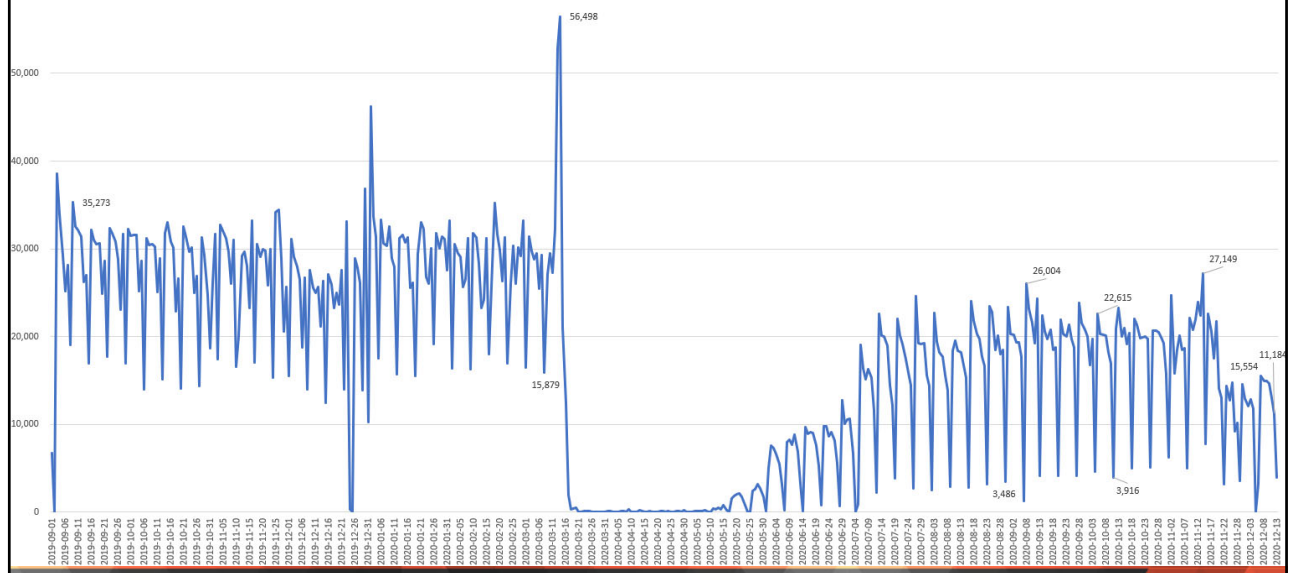
"When applying for a non-resident card, the qualifying student must present to the public library documentation from the school or school district that indicates his/her eligibility for free or reduced price lunches."

SWAN Approach

Existing SWAN User Profiles and Processes

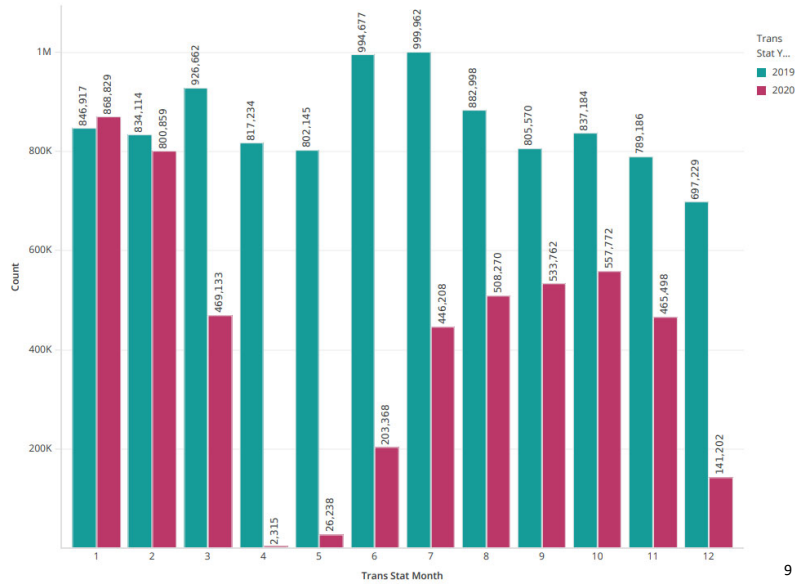
- Online Patron Registration – ONLINE
- Digital Use Only – DIGITALACC
- Student cards in collaboration with School IGA – STUDENT profile for specific libraries

Checkouts since 9/1/2019 [97 SWAN Libraries]



2019 vs 2020 Circulation

Month	2019	2020	% Change
Jan	846,917	868,829	3%
Feb	834,114	800,859	-4%
Mar	926,662	469,133	-49%
Apr	817,234	2,315	-100%
May	802,145	26,238	-97%
Jun	994,677	203,368	-80%
Jul	999,962	446,208	-55%
Aug	882,998	508,270	-42%
Sep	805,570	533,762	-34%
Oct	837,184	557,772	-33%
Nov	789,186	465,498	-41%



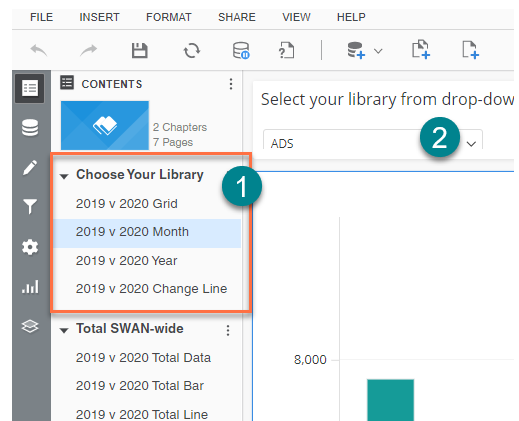
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2019 v 2020 Circulation Comparison

BLUEcloud Analytics

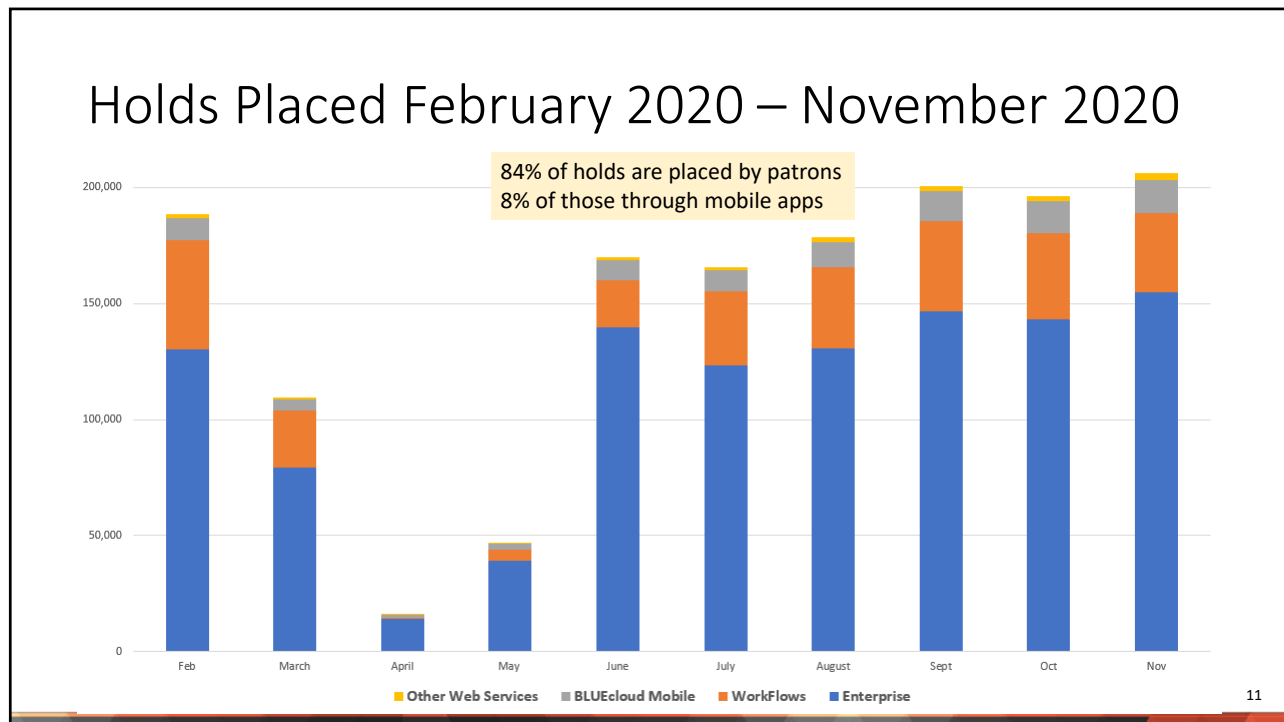
- SWAN Reports > COVID-19 > 2019 v 2020 Comparison – Circulation

1. Choose Your Library Section
2. For each page in that section, Select your library from the drop-down



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Curbside – Direct to Checkout

If you are trapping holds and immediately checking out to the patron for pick-up in lobby or curbside, this work process can be awkward.

1. Make sure WorkFlows desktop config setting allows tabbed windows
MENU: Preference > Desktop > Desktop Setup (check Tabbed windows)
2. Open Checkout wizard
3. Open Checkin wizard
4. Scan item for checkin, if hold is trapped then do following:
5. Copy User ID from Hold pop-up
6. Print hold slip/wrapper
7. Go to Checkout screen
8. Paste in User ID
9. Scan Item ID
10. Send Email receipt (if patron had an email on hold slip)
11. Put in "call" stack if no email
12. Click "Check Out To New User" to clear screen before going back to process next item to fill a hold
13. Rinse/Repeat – toggling between Checkout and Checkin windows

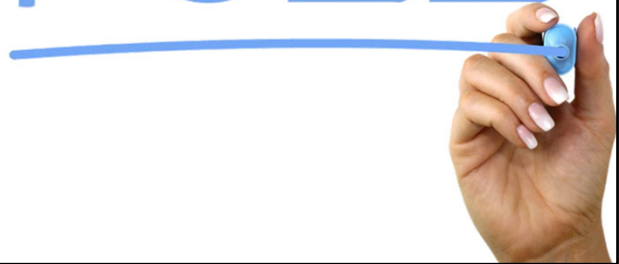
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Curbside Processing

1. Does your library offer curbside or in-lobby pick-up?
2. Is your library checking out before pick-up? If so:
 - Do you send email receipts?
 - Do you call patrons without an email address?
3. Do you rely on hold notifications to let patrons know to pick-up?
4. Do patrons check their online account status regularly?
5. Are you finding reciprocal borrowers picking up at your library?
6. Will your library continue to offer curbside service after pandemic?
 - What is working, what can we look at to make this process easier on staff?

POLL



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How change happens

- Conduct usability research on process
- Work with SirsiDynix on product development
- Crystal will be examining these processes in the next few weeks with several libraries and sharing with the SirsiDynix product team

SPP: BLUEcloud Circulation

Checkout hold to patron from checkin screen

Posted by Crystal Vela Thursday at 12:17pm



With the increase in Curbside services is there some way we can have a way to check out the material that was just checked in and trapped a hold to the patron it's on hold for, within the same screen? maybe a right-click option or a popup (that can be turned on or off) that asks if we want to check out the material right away?

Thank you!
Crystal

Discuss this message



Carla Clark

Crystal, I think I need a little more clarification. I want to be sure I'm understanding you correctly.

So, an item is checked in, and trapped a hold to the user who placed the hold.

Thanks!

-Carla

Posted Thursday at 3:03pm



Crystal Vela

1. Check Item In
2. Trap hold
3. Click option Checkout to the patron
4. Click email patron receipt (Have the patron's email address in the patron account)

Item Trapped for Hold
✕

Route to:	SWS
For:	[blurred]
Barcode:	[blurred]
Title:	Terrible Tuesday
Call Number:	Executioner
Item ID:	31140000709771
Number of Parts:	1

Checkout to patron

Close

Email Patron receipt

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Change in Library Status?

- ❑ Fill out SWAN Library Status Update & Services Request Form
<https://fs8.formsite.com/SWANServices/yzt7btkgmo/index.html?1595018812906>
- ❑ Update your library's listing on the RAILS website
<https://www.railslibraries.info/node/add/days-closed>
- ❑ If necessary, stop delivery – inform RAILS
<https://www.railslibraries.info/services/deliveryhelp>

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<https://support.swanlibraries.net/members/library-services-status>

Library Services Status

Review your library's listing and inform SWAN staff of any changes by submitting a [Library Status Update & Services Request Form](#). Resubmit this form as your library updates any services. SWAN will update this listing as we respond to tickets. Please allow 24 hours to reflect your requested changes on this page and in the system.

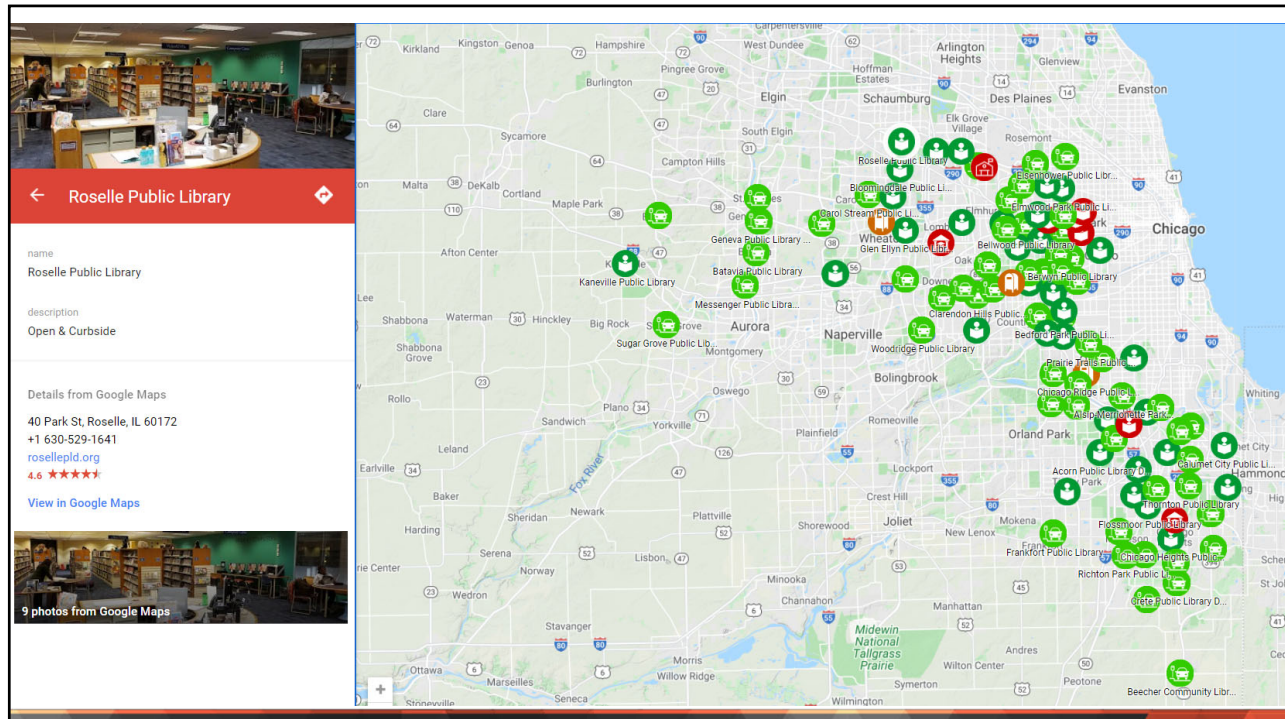
[View status map](#) note the map is updated less frequently.

Search:

SWAN Code	Library	RAILS Delivery	Open to Public	Book Drop	Curbside Pickup	
+ ADS	Acorn Public Library District	Yes	Open	Open	Yes	edit
+ AMS	Alsip-Merrionette Park Public Library District	Yes	Closed	Open	Yes	edit
- BLD	Batavia Public Library District	Yes	Closed	Open	Yes	edit
Curbside Communicator : No						
Fine Free : Fine Free for Now, 2 renewals						
Active Notices : Holds, Courtesy, Overdues, Bills						
+ BPS	Bedford Park Public Library District	No	Closed 12/07/2020	Open	Yes	edit

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Aspen Pilot Project

The pilot has officially kicked off!

Based on the pilot, SWAN will recommend if we should move forward with a discovery platform migration to Aspen.

Welcome to our 7 pilot libraries, and thank you to everyone who applied.

Pilot libraries

- Chicago Ridge Public Library
- Downers Grove Public Library
- Oak Brook Public Library
- Oak Park Public Library
- St. Charles Public Library District
- Tinley Park Public Library
- Villa Park Public Library

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Pilot Milestones

Milestone	Target Dates	Done?
Kickoff	December 14th, 2020	✓
Pilot lead training	December 2020 - January 2021	
Beta catalog configuration	December 2020 – January 2021	
Configuration and development	February 2021 – March 2021	
Research activities	February 2021 – March 2021	
Library staff training	January 2021	
Beta launch	January/February 2021	
Catalog decision and board approval	April 2021	

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Go-Live Milestones (if Aspen)

Milestone	Target Dates
Pilot library go-live	May 2021
Cohort 1 (30 libraries)	May 2021 – July 2021
Cohort 2 (30 libraries)	July 2021 – September 2021
Cohort 3 (25 libraries)	September 2021 – November 2021
Cohort 4 (10 libraries)	January 2022 – April 2022
(If Aspen) Enterprise retirement	April 29 th , 2022

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Aspen: Take a Look!

- Start using Aspen as a patron!
 - Place holds
 - Manage your account
 - Turn on your reading history and get recommendations
 - Compare searches to Enterprise
- Review Aspen documentation

No Aspen tickets please!

Learn more:

<https://support.swanlibraries.net/aspen>

Pilot links:

- catalogbeta.swanlibraries.net
- crs.swanlibraries.net
- dgs.swanlibraries.net
- obd.swanlibraries.net
- ops.swanlibraries.net
- scd.swanlibraries.net
- tps.swanlibraries.net
- vpd.swanlibraries.net

Also, checkout:

- [Arlington Public Library \(VA\)](#)
- [AspenCat \(CO\)](#)
- [Anne Arundel \(MD\)](#)

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Getting creative with read-alikes in Aspen

The screenshot shows the Arlington Public Library website interface. At the top, there is a search bar with the text "All the Devils are Here" and a search button. Below the search bar, there are filters for "Books (28)", "eBook (9)", and "Audio Books (0)". A "Narrow Your Results" sidebar is visible on the left. The main content area displays a "READ-ALIKES" section titled "DISCOVER SOMETHING NEW" with the text "Waiting to read 'All the Devils are Here'? You might also like these other great stories about crime, murder and suspense." and a "MORE" button. A blue arrow points to the "READ-ALIKES" section.

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